



# Hastings

Estate Agents

**An exceptional lettings &  
management service**

**Landlords Information Pack**



## **Lettings Services**

Whether you have a single property or a large portfolio Hastings are able to offer services and advice to suit all types of landlords. You can be sure you're getting the highest level of service and expertise to protect your property and maximise your investment.

At Hastings we believe that the key to a smooth tenancy is following legislation correctly, a good tenant and a well maintained property. We know what needs to be done to set up a tenancy that won't cause you problems in the future. We make sure any prospective tenants are referenced by a leading referencing company who put them through extensive and detailed checks before we agree to let to them. They are so confident that they have minimised the risk of letting that they offer a free eviction service for non-payment of rent during the first 12 months of the tenancy. We also regularly inspect all our managed properties to make sure they are being looked after by the tenants and any small maintenance issues are nipped in the bud before they become expensive repairs. Below are the services we offer;

### **Tenancy Setup Fee (£350 per tenancy)**

This setup fee is payable before formal referencing of potential tenants commences. This non-refundable fee covers some of our costs and also includes tenants referencing and production of the Assured Shorthold Tenancy Agreement.

### **Tenant Find Only 50% of first months' rent (Min £500)**

Market the property, conduct viewings, negotiation, agreeing rental price with prospective tenants, collect/register deposit (deposit protection fee applies), collect/remit first month's rent and contact tenant 2 months prior to end of tenancy to renew or serve notice.

### **Tenant Find & Fully Managed (12% of Monthly Rent)**

Market the property, conduct viewings, negotiation, agreeing rental price with prospective tenants, collect/register deposit (deposit protection fee applies), collect/remit rent, if necessary write to and pursue tenants regarding any arrears, inform utility companies of tenants details, carry out quarterly inspections of property, arrange repairs/maintenance and contact tenant 2 months prior to end of tenancy to renew or serve notice.



## **Marketing**

Hastings incorporates a blend of hi-tech and traditional marketing techniques. Every property that we market is presented in full colour, with high quality particulars including internal and external photographs. Furthermore, Hastings presents each property in our eye catching A4 format that includes a floor plan providing a detailed layout of the accommodation adding a new dimension to the description provided. We can produce these top quality details within hours of taking your property onto the market.

In this day and age the internet is one of the most common places that tenants search for properties; we market all properties on our own mobile responsive website and the country's leading website – Rightmove.

Other marketing tools that we have successfully used include prominent TO LET boards, outstanding window display in our branch, tele-sales to a live applicant database and regular mailings to our extensive list of potential tenants via the latest software.

Above all we speak to people; whilst we all enjoy the technology nothing is more enjoyable and rewarding than speaking on the phone and face-to-face with potential tenants.

## **Viewings & Feedback**

Accompanied viewings are offered to all our clients whether the property is vacant or occupied. We will keep you updated on the marketing of your property and will endeavour to give you feedback the morning after your viewings.

## **Referencing**

Hastings use The Lettings Hub's 'Elite' referencing product which has an extensive 9 point check starting with a credit score through to an employment and previous landlord reference. The Lettings Hub are so confident their referencing is the best on the market they offer a free eviction service for non-payment of rent in the first 12 months of tenancy. Tenant monitoring is another unique service offered with the 'Elite' reference this allows the tenant's credit score to be checked through-out the tenancy.



## **Legal Procedure**

Once your tenant has passed our comprehensive vetting procedure, an appropriate tenancy agreement will be individually drawn up. The type of agreement will vary according to the status of your tenant but in the main will be an Assured Shorthold Tenancy for a 12 month term which, unless notice is served by either party, will continue into a month by month periodic tenancy thereafter. Upon the signing of the agreement the tenant will pay rent in advance and a deposit of at least 5 weeks' rent. This deposit is held to cover any breach of tenancy covenant on the part of the tenant.

## **Tenant Deposit Protection Scheme**

Deposits held on properties let on an Assured Shorthold Tenancy since April 2007 are required by law to be registered in one of four Government approved schemes. To avoid the financial penalties for failing to register to a scheme, Hastings will register deposits with My Deposits and serve the prescribed information to the tenant. The scheme offers a free dispute service should there be a disagreement of how the deposit should be distributed at the end of the tenancy.

## **Maintenance**

Hastings will carry out quarterly inspections on all managed properties and provide you with a report on the condition. Inevitably maintenance issues will arise with your managed property. Our maintenance team has collated a comprehensive list of approved contractors, service providers and engineers holding professional credentials who are able to deal with a wide range of problems as reported. Each approved subcontractor is expected to adhere to a service standards agreement set by Hastings, so we may ensure quality of service.



## **Responsibilities for Landlords and their Tenants**

As a landlord you are responsible by law for most repairs and maintenance relating to the structure of your property. In addition you have legal responsibilities under the following legislation:

### **1) Fire and Furnishings (Fire) (Safety) (Amendment) Regulations 1993**

The regulations require that all soft furnishings, upholstery or upholstered furnishings - that includes beds, mattresses, pillows, settees, armchairs, scatter cushions, bean bags and so on - should conform and comply with the following three tests: The Cigarette Test, The Match Test and The Ignitability Test.

### **2) Gas Safety (Installation and Use) Regulations 1994**

These regulations place a requirement upon landlords of all rented property to have all gas appliances that are installed in rented property, checked and certified annually by a suitably qualified 'Gas Safe' registered engineer.

### **3) Electrical Equipment (Safety) Regulations 1994**

These regulations state that all electrical equipment over 50 volts must be safe and also to satisfy requirements relating to sleeving of pins on plugs, colour coding main leads, labelling of cables and fusing information. Although the law does not say that the electrical equipment has to be tested, the best way to protect yourself from prosecution is to have all relevant appliances checked and certified by a suitably qualified contractor.

### **4) The Energy Performance of Buildings (England & Wales) Regulations 2012**

These regulations were initiated in 2007 and amendments came into force 2013. They state that all properties to be let must have a valid Energy Performance Certificate (EPC) in place. Hastings can undertake this on your behalf using one of our fully qualified Domestic Energy Assessors. Please ask for our scale of charges.

In addition to the above, when first letting your home you will need to seek the permission of your mortgage lender to let your home and to ensure your building and contents insurers provide adequate cover for rented property. In the case of leasehold property, you may need to request your freeholder's permission to let as necessary. Again, we shall be pleased to give individual advice on such matters.



## **Additional Landlord Fees if Required**

Energy Performance Certification Fee: £90

Gas Safety Certification Fee: £150

Legionella Risk Assessments: £120

Amendment of Tenancy (During tenancy): £75

Deposit Protection: £75

Renewal of Deposit Protection: £50

Deposit Dispute Administration Fee: £100

Withdrawal from Tenancy: £250

Attendance Fee: £50

## **Electrical Safety Certification Fee:**

Studio/1 bed £145

2 bed £170

3 bed £195

4 bed £220

5 bed plus POA

There will be an additional charge of £20.00 if electric heating is present

## **Renewal Fees:**

For the preparation of a tenancy renewal/extension agreement: £80

Non-resident Landlord Accounting Fee £100

Non-exempt Overseas Landlord Tax Administration: £120 per year



## **Inventory Costs**

Unfurnished/Furnished

One Bedroom £120/£130

Two Bedrooms £130/£150

Three Bedrooms £150/£170

Four Bedrooms £180/£200

Five Bedroom POA/POA

Properties larger than those listed above have to be quoted for on an individual basis

## **Check In/Check Out**

Unfurnished/Furnished

One Bedroom £110/£120

Two Bedrooms £120/£130

Three Bedrooms £130/£140

Four Bedrooms £150/£160

Five Bedroom POA/POA

## **Insurance for Landlords**

We also offer a range of insurance schemes designed for landlords, providing extra security and peace of mind, including:

Rent Guarantee Insurance

Legal Expenses Cover

Contents Insurance

Buildings Insurance

Individual quotes can be obtained.

For further information about any of the above fees please contact us on 0118 942 0325